

OLD CHURCH SURGERY

Results of the Friends and Family Test – January 2015

Thank you for providing us with feedback, we received a total number of 69 responses with 97.1% of patients recommending our practice.

SUMMARY OF RESPONSES

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know
51	16	2	0	0	0

Samples of the comments received are shown below:

Extremely Likely and Likely

- YOU CAN GET VERY QUICK APPOINTMENTS WHEN NEEDED
- FRIENDLY RECEPTION STAFF WHO ARE ALWAYS HELPFUL AND DO THEIR BEST TO ACCOMMODATE APPOINTMENTS
- DOCTORS AND NURSE ARE VERY GOOD AND KNOWLEDGABLE
- PATIENT CARE IS EXCELLENT AND ACCESS IS AVAILABLE WHEN NEEDED
- REALLY NICE AND FRIENDLY RECEPTION STAFF, AS WELL AS FRIENDLY AND APPROACHABLE DOCTORS; VERY PROFESSIONAL.
- GREET PATIENTS WITH A SMILE, EFFICIENT SERVICE, ALWAYS HELPFUL (ESPECIALLY THE FRONT DESK RECEPTION)
- I HAVE BEEN A PATIENT FOR OVER 20 YEARS AND I CANNOT FAULT THE CARE THAT I OR MY FAMILY HAVE RECEIVED. THE DOCTORS LISTEN AND ADVISE ACCORDINGLY
- EVERYBODY IS EXTREMELY HELPFUL FROM THE MINUTE YOU WALK INTO THE SURGERY AND ARE MET BY THE RECEPTIONIST THROUGH TO THE GP, EXCELLENT
- I AM NEW TO THE PRACTICE AND HAVE FOUND THE SURGERY, ESPECIALLY MY DEALINGS WITH THE RECEPTIONISTS TO BE VERY HELPFUL AND EFFICIENT VERY EMPATHETIC AND CAN ALWAYS GET AN APPOINTMENT, THANK YOU FOR ALL THAT YOU DO
- FRIENDLY STAFF AND PROMPT APPOINTMENTS
- MY FAMILY DO NOT LIVE LOCALLY NOW THEREFORE ARE NOT LIKELY TO NEED THE PRACTICE; HOWEVER, I WOULD RECOMMEND TO ANYONE MOVING INTO THE AREA

Neither Likely or Unlikely

- BOOKING APPOINTMENTS DIFFICULT AS YOU NEED TO PLAN TIME OFF WORK AND WOULD APPRECIATE IF CAN BOOK APPOINTMENTS FOR CHILDREN AT LEAST A DAY IN ADVANCE

Unlikely

No responses were received in this category

Extremely Unlikely

No responses were received in this category

0 spoilt responses were received and these have not formed part of our survey

From the January feedback, we are now reviewing the comments received to improve the service we provide. The positive comments about our staff are much appreciated and have been shared with all the staff here at the Old Church Surgery

If you would like further information on the Friends and Family Test then please speak with a member of staff.